



JOB DESCRIPTION

Position Title: **Associate Technician**

Working Title: **Community Assistance Interviewer**

Class Code: 3012

Non-Exempt

EEO Code: 05

Effective Date: August 29, 2002

Major Function

Technical work in interviewing applicants to determine eligibility for County Community Assistance Programs.

Essential Functions

Note: These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is a logical assignment to the position.

Interviews applicants applying for assistance to determine eligibility for assistance in various Community Assistance Programs.

Applies eligibility standards, policies and procedures in determining applicant eligibility for program services including but not limited to food vouchers, indigent care, health care, prescription medicine, and burials. Approves applicants for specific services and establishes amount of assistance to be awarded.

Records and verifies information received from applicants by contacting employers, public assistance agencies and other related sources. Maintains applicant confidentiality.

Types, files and establishes records of applicants interviewed. Maintains records of applicant services provided and tracks referrals to other agencies. Maintains records of field contact visits.

Assists with the preparation of monthly statements and reports, quarterly reports, and County direct services. Performs clerical duties as necessary.

Contacts employers, mortgage companies, landlords, other public assistance agencies, medical providers, and physicians to verify and clarify applicant information.

Provides case management as needed to develop strategies that assist applicants to become self-sufficient. Conducts home and site visits as may be necessary.

Participates in training and educational seminars as necessary.

Attends meetings, seminars and training as necessary.

Performs other duties as assigned or as may be necessary.



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Page 2

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Minimum Qualifications

Considerable knowledge of rules and regulations governing eligibility for Public Assistance Programs administered under various governmental assistance programs. Knowledge of medical services provided by public health and hospital departments. Knowledge of interviewing techniques used to obtain personal information.

Ability to establish rapport with the applicant and to establish an effective working relationship with clients and various organizations in the community. Ability to communicate effectively both orally and in writing.

Skill in the use of a personal computers, typewriter and other standard office equipment.

High School Diploma or GED; two (2) years experience in interviewing or community assistance program work including interviewing applicants, or a related field involving extensive work with the public; or an equivalent combination of related training and experience.

Must possess and maintain a valid Florida Driver's License.

Must have the availability of reliable transportation for use in the performance of job duties.

A comparable amount of education, training, or experience may be substituted for the minimum qualifications.

Working Conditions

Work is generally performed in an office setting, may visit clients at residence to verify information received during the intake process.